

## **Service Disclaimer**

### **Your satisfaction is our priority**

From the moment you sign up for service with Brite & Shine, we make sure you receive the best in Cleaning Care. We will go the extra mile to deliver the best house cleaning experience with a professional maid service.

To enhance your experience with Brite & Shine, please read the following information:

### **Service Disclaimer**

- Brite & Shine does NOT guarantee the removal of stains such as, rust, mildew or others caused by hard water build-up or lack of maintenance.
- All areas are expected to be free of clutter.
- Fireplaces must be unused for 72 hours prior to cleaning.
- We require to be informed of items or surfaces needing special care.
- We are NOT responsible for damage due to fault and/or improper installation of any item.
- All surfaces (i.e., marble, granite, hardwood floors, etc.) are assumed sealed and ready to clean without causing harm.
- Furniture on wood floors is assumed to have proper protection.

### **Notice**

- We only clean windows and blinds that can be reached with a 3-step ladder.
- For safety, no other jobs should be done while we are cleaning.
- The presence of other workers or excess of people in the house might cause the estimate to be inaccurate.
- Having other work done in a house while our teams are working might affect the cost and time needed to complete the cleaning to your satisfaction.
- No heavy furniture will be moved.

### **Open communication**

Brite & Shine is local company that relies primarily on word-of-mouth recommendations, so please communicate any concerns you might have about the service disclaimer or a house cleaning experience with our company. We want to make sure your experience is great, so you share it with others.

Do you have any other questions? Reach out to us today!